



Important information for out-of- network benefits

Important info you need to have before calling:

- Name as it appears on the insurance card
- Date of birth
- Insurance ID number
- Insured name and DOB
- Customer service phone number (on the back of your card)

Questions to ask the insurance company:

- Do I have out-of-network benefits for mental health counseling?
- What are my out-of-network benefits for mental health counseling?
- Do I need a pre-authorization?
- What is my annual deductible?
- How much of my deductible has been met so far this year?
- Where should I send claims?